



hp services

infrastructure
management
services

data center
management

data center management

A safe place, no power outages, controlled access with great network connectivity. HP Services Data Center Management (DCM) service offers this space for your company's critical servers. This is key for your always-on Internet infrastructure. If needed, we manage your assets and media as well.

benefits

HP Services DCM offers you the highest service level at incremental cost, including the following items:

- Four service tiers to protect your servers at optimal cost
- Industry-standard availability definitions from: <http://www.uptimeinstitute.org>
- Onsite hardware engineers for immediate reaction time

features

HP Services DCM features a comprehensive portfolio of service components that ensure you the highest availability. Service components include:

- **Management of the facility**
 - Access control
 - Power
 - Air condition
 - Cabling
 - DC-LAN
 - WAN connectivity
 - Customer visits
- **Asset management**
 - Hardware ordering
 - Asset management
 - Software license management
 - Support contract management
- **Media management**
 - Managed exchange of backup media
 - Storage and retrieval in secured archive of backup media

service description

HP Services DCM provides a basement for always-on Internet infrastructure through a secure and reliable environment. Administration and change management of the facility are included in the base level. Asset management and media management are offered as needed.

prerequisite modules

HP Services DCM is not considered to be an extra service module, but is considered an integral part of our infrastructure server management.

why hp services?

HP Services means service. By selecting HP Services, you are choosing to work with a global company with an unparalleled reputation for service and customer satisfaction. HP Services' leadership, expertise, and experience in outsourcing make the difference:

- over 14 years of experience in managing mission-critical solutions for enterprise-level requirements
- 105 operations service centers and data centers globally
- 65,000 professionals available to meet your company's needs
- Worldwide delivery capability
- Flexible, customized solutions
- Business alliances with industry-leading ERP, e-commerce, SCM, Internet, security, network, and service providers.

for more information

For more information on HP Services, contact any of our worldwide sales offices or visit our worldwide web site on the Internet at: www.hp.com/go/services

Linux support service page: http://www.hp.com/hps/support/h_linux.htm

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